
SER POLICY EXCEPTIONS

Exceptions may be requested at any time for any SER covered service and may be granted for unique and unusual circumstances on a case by case basis by central office only. Unique and unusual circumstances may include instances where the household has used the available money for employment-related expenses or some other type of crisis, or the lives of the household members may be in jeopardy if the emergency goes unresolved.

Example: The client is newly employed but will not receive a full month of income during the State Emergency Relief (SER) 30-day period, resulting in a denial due to housing being unaffordable. The local office can request an SER policy exception if the ongoing rental expense will be affordable once employment wages are received regularly.

Requests for exceptions to SER policy must be submitted by the local office supervisor through Bridges, the same day the worker requests the exception from their supervisor.

Note: For UCL counties, it is recommended that the manager email SER policy after submitting the exception request in Bridges.

The supervisor must review the SER before approving the exception request to ensure that the case information, including but not limited to: group composition, proof of emergency, need amount, income, required payments, the Liquid Asset Questions screen, etc., have been updated and verified as required by policy and that all supporting documentation has been scanned into the ECF. Any case that has not been updated with current eligibility information will be denied by central office.

Note: For burial requests, Bridges uses the actual non-cash and cash asset records, not the Liquid Asset Questions screen.

An approved exception is retained electronically in Bridges and can be viewed through the Exception Inquiry function. Exception requests that have been denied can be seen under Pending Casework in Bridges.

Exception requests must include the following information:

- Client's name and case number.
- Group composition.
- Specific reason for the exception request.
- Detailed information on the emergency.
- Extenuating circumstances.
- Household income.
- Total amount needed.
- Provider name.
- Bridges provider ID number.
- Copay verification date and amount verified.
- Account number, if there is one.
- Required payment history for all requests.
- Theft or illegal usage, if the request is for an energy or utility service.
- Assistance provided from another agency/organization.

LEGAL BASE

SER

Social Welfare Act, PA 280 of 1939, as amended
Mich Admin Code, R 400.7001-400.7049